

Discharge Lounge

Code: ANCMF-AU-HF-DL-01 • Facility: Healthcare Facility • Frequency: daily

Scope of Work

- Dust all surfaces including furniture, ledges, and equipment.
- Sanitise all high-touch areas such as door handles, light switches, and handrails.
- Vacuum all carpeted areas and mop hard floors using appropriate cleaning solutions.
- Empty and sanitise rubbish bins, replacing liners as needed.
- Clean and sanitise seating areas, ensuring upholstery is free from stains and odours.
- Wipe down and sanitise all tables and countertops.
- Ensure all cleaning is conducted using colour-coded cleaning systems to prevent cross-contamination.
- Check and refill hand sanitiser dispensers and soap dispensers as necessary.

Method

1. Begin by organising the cleaning trolley with all necessary supplies, ensuring colour-coded cloths and mops are used.
2. Dust all surfaces using a microfibre cloth, starting from high surfaces and working downwards.
3. Sanitise high-touch areas with a hospital-grade disinfectant, allowing appropriate contact time.
4. Vacuum carpets thoroughly, paying attention to corners and edges.
5. Mop hard floors using a neutral pH cleaner, ensuring no residue is left.
6. Empty rubbish bins, sanitise the interior and exterior, and replace liners.
7. Clean seating areas with an upholstery cleaner, addressing any visible stains or odours.
8. Wipe down tables and countertops with a disinfectant wipe.
9. Check and refill hand sanitiser and soap dispensers, ensuring they are operational.

Equipment

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| • Microfibre cloths (colour-coded) | • Mop and bucket (colour-coded) | • Disinfectant wipes |
| • Hospital-grade disinfectant | • Neutral pH floor cleaner | • Cleaning trolley |
| • Vacuum cleaner with HEPA filter | • Upholstery cleaner | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free from dust and stains. High-touch areas are sanitised with no residue. Floors are spotless with no visible marks. Rubbish bins are clean and odour-free. Seating is stain-free and fresh-smelling. Hand sanitiser and soap dispensers are full and operational.
Good	Most surfaces are clean with minimal dust. High-touch areas are mostly sanitised. Floors have minor marks. Rubbish bins are mostly clean with slight odour. Seating has minor stains. Hand sanitiser and soap dispensers are mostly full.
Pass	Surfaces have some dust. High-touch areas are partially sanitised. Floors have visible marks. Rubbish bins have some odour. Seating has visible stains. Hand sanitiser and soap dispensers are partially filled.
Fail	Surfaces are dusty and stained. High-touch areas are not sanitised. Floors are dirty with significant marks. Rubbish bins are dirty and odorous. Seating is heavily stained. Hand sanitiser and soap dispensers are empty or non-functional.